

TEXAS VETERANS COMMISSION

**Stephen F. Austin Building
1700 N. Congress - Suite 450
Austin, Texas 78711
(512) 463-1295**

**Staff Services Officer I
(Veterans Education)
Salary Schedule – B17
\$3,021.00/Month**

**Posting No: 14-53
Class No: 1550
Job Location: Austin Headquarters
Austin, Texas**

**Opening Date: 03/12/2014
Closing Date: 03/24/2014
WIT No: 3223439**

The Texas Veterans Commission is committed to hiring Veterans and is proud to employ the highest percentage of Veterans among all state agencies.

Veterans, Reservist or Guardsmen with an MOS or additional duties that fall in the fields of administration, personnel, recruiting or retention, human resources, logistics, Adjutant General Corps or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Please call Alice Mehringer, Human Resources Manager, at (512) 463-1295 or email at alice.mehringer@tvc.texas.gov with questions or for additional information.

GENERAL DESCRIPTION:

Serves as a vital member of the Texas Veterans Commission (TVC) Veterans Education program team providing administrative and technical support to program staff, veterans, school officials and the general public. Work involves extensive use of the database for the Veterans Education program with duties and responsibilities that are tied to specific timelines mandated by federal contract. Working in a fast-paced environment, this position requires strict attention to detail, exceptional organizational skills, communication skills, and efficient and effective time management skills.

DUTIES INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Open and date stamp incoming mail; analyze mail items and enter information into database to generate mail tracking form for staff assignments and processing. Generate and distribute reports identifying timelines associated with open mail tracking items.
- Maintain accurate and current mail tracking forms in the appropriate database screens.
- Provides assistance answering phone calls/e-mail messages.
- Prepares and disseminates information about the Veterans Education Program to veterans, school officials and the general public.
- Analyze and determine appropriate type of school/training facility, assign school identification number and staff responsible for that school.
- Prepares routine and special correspondence, reports, studies, forms and documents to include weekly tracking items, follow-up on school or training facilities that have not responded to requests for information to complete the approval process.
- Assists with the maintenance of the record keeping and filing systems.
- Responds to routine inquiries regarding State and Federal education issues.
- Prepare and review all travel authorization requests for Veteran Education staff, to include making flight, car rental and hotel reservations.
- Prepare and review all travel vouchers for accuracy, approval and payment. Insure Veteran Education travel budget contains current expenditure information.
- Prepare supply requisition and receipt reports for Veterans Education staff.
- Provides support for staff by researching, copying and preparing background information for on-site reviews.

- Opens, date stamps, reviews and sorts incoming mail, documents requests for supplies and processes mail using postal scale and/or postage meter. Experience with USPS, UPS, FEDEX shipping requirements is preferred.
- Performs complex typing and/or word processing/data entry. Typing speed of 40 WPM is required. Maintains an alpha and/or numeric filing system.
- Answers inquiries regarding procedures, policies and provides routine information to the public by mail, email, web and telephone.
- May assist in researching, writing, designing or editing agency publications such as brochures, forms, manuals and charts.
- May assistance with registration process for Agency conferences.
- May assist in compiling and analyzing data, in making calculations, and in preparing reports.
- General personal computer, Microsoft Windows and Microsoft Office experience preferred.
- Work hours other than 8-5 for work related functions may be required.
- Minimal travel may be required for work related functions.
- Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Education and Experience

- Graduation from an accredited high school, plus two years of full time experience in a responsible position that provided thorough knowledge of administrative support functions and office practices and procedures, or clerical administration and business management practices, such as preparation, maintenance and control of forms, records and reports.
- Two years of post-secondary education with major coursework in human resources, public or business administration, or a related field is preferred. Education and experience may be substituted for one another.
- Valid Texas driver's license is required.
- Honorably discharged Veteran is strongly preferred.

Knowledge, Skills and Abilities

- Knowledge of agency programs, policies and procedures is preferred.
- Knowledge of computers, business terminology, spelling, punctuation, grammar, math and modern office practices and procedures and principles of office management.
- Skill in Access or Web-based database applications.
- Skill in Excel and Microsoft office applications.
- Skill in effective organization techniques.
- Skill in effective time management.
- Skill in the use of standard office equipment and software.
- Ability to work effectively and efficiently within constraints of assigned timelines.
- Ability to effectively communicate both orally and in writing.
- Ability to work effectively with a variety of individuals, groups and stakeholders.

How to Apply:

A State of Texas application is required for this position. Applications may be requested from the Texas Veterans Commission, 1700 N. Congress, Austin, TX 78711 at (512) 463-6564 or downloaded from the Texas Workforce Commission website: A full job description may be downloaded from the Texas Veterans Commission website at www.tvc.state.tx.us

Only mailed applications will be accepted to:

Texas Veterans Commission
ATTN: Alice Mehringer, Human Resources Manager
P.O. Box 12277
Austin, TX 78711-2277

Resumes will not be accepted in lieu of State Applications. Applications must be postmarked by the closing date in order to be considered for the posting.

In order to receive Veterans' preference, a copy of Form #DD-214 must be submitted with the State of Texas Application.

Applicants must submit proof/verification of recent typing test from the Texas Workforce Commission with the State of Texas application.

This position has been designated as a security sensitive position. A criminal background investigation will be conducted on the final candidate for this position.

An Equal Employment Opportunity Employer

The Texas Veterans Commission does not discriminate on the basis of race, color, religion, sex, national origin, age or disability in employment or the provision of services.